COOPERATIVE EDUCATION REPORT

Safety Protocols and Their Implementation: A Study of Cabin Crew Training and Safety

at Himalaya Airlines

WRITTEN BY

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Title: Safety Protocols and Their Implementation: A Study of Cabin Crew Training and Safety at Himalaya Airlines

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We have approved this Cooperative report as a partial fulfillment of the Cooperative Education Program, Semester 2021-2024.

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Project Title: Safety Protocols and Their Implementation: A Study of Cabin Crew Training and Safety at Himalaya Airlines

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Abstract

This study examines safety protocols and their application at Himalaya Airlines' cabin crew division, drawing on a four-month internship. The study's primary focus is on the effectiveness of cabin crew training programs and their role in ensuring passenger safety. Throughout the internship, I actively participated in safety training sessions, observed in-flight safety procedures, and had conversations with crew members to understand how safety measures are carried out. The communication and implementation efficacy of these guidelines, as well as their impact on crew performance and passenger trust, are assessed in this research. This research assesses the benefits of current safety protocols as well as areas for improvement by looking at training materials, conducting safety operations, and getting hands-on experience. Significant findings show that while the training programs are robust and comprehensive, there is still a need for improvement in several areas to better align with best practices for aviation safety. Additionally, the report recommends strengthening Himalaya Airlines' general safety culture by enhancing procedural adherence and safety training. In addition, I discussed my research on COOP training and education.

Keywords: Safety protocols, Cabin crew training, Passenger safety, In-flight safety procedures, Crew performance, Safety measures, Training materials, Safety operations

Acknowledgment

I am deeply grateful to Siam University and Kathmandu College of Management for providing me with the invaluable opportunity to apply theoretical knowledge to real-world scenarios. This experience has been instrumental in bringing practical study to life, enriching my academic journey.

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Finally, I wish to express my deepest gratitude to my family for their constant support and encouragement throughout the years. Their belief in me has been a driving force behind my achievements.

RAHIL PRAJAPATI

STUDENT ID. 6408040012

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1.1 About the Company

Industry Profile

Himalaya Airlines (H9) is a Nepal-China joint venture established in 2014, with the primary objectives of promoting people-to-people contact between Nepal and other countries and boosting Nepal's trade and tourism industry. The airline is a collaboration between Tibet Aviation Development & Investment Company Ltd. (TADIC) from the Tibet Autonomous Region of the People's Republic of China and Yeti World Investment Pvt. Ltd. of Kathmandu, Nepal.

In a relatively short span of seven years, Himalaya Airlines has expanded its fleet to include four aircraft: three Airbus a320-214s configured with 180 all-economy seats and one Airbus 319-115 with 120 economy seats and 8 business seats. H9 operates passenger flights to prominent destinations in the Middle East and South Asia, including the UAE, Malaysia, Qatar, the Kingdom of Saudi Arabia, Kuwait, China, and Bangladesh. Additionally, the airline conducts exclusive cargo flights to and from China.

In recognition of its rapid growth and excellence in service, Himalaya Airlines received the international award for "Leading New International Airline in South Asia" at the South Asian Travel Awards (SATA) in 2017, marking a significant milestone in its first year of commercial operations.

As Nepal's second international airline, Himalaya Airlines connects its hub in Kathmandu with several key destinations across the Middle East, South Asia, and the Chinese aviation market. Renowned for its commitment to safety and exceptional hospitality, Himalaya Airlines (IATA code: H9) has established itself as a reliable and trusted carrier in the region.

The Civil Aviation Authority of Nepal (CAAN), a governing body under the Ministry of Tourism and Civil Aviation, oversees all aviation activities in Nepal. Airlines, including Himalaya Airlines, are required to comply with CAAN's stringent regulations and policies to ensure safe operations. H9 operates scheduled and non-scheduled passenger and cargo flights from its Kathmandu base to destinations such as Beijing, Abu Dhabi, Chongqing, Kunming, Dammam, Doha, Dhaka, Dubai, Kuala Lumpur, Riyadh, and Kuwait.

The airline's fleet, consisting of three Airbus A320s and one Airbus A319, belongs to the A320 family, known for its efficiency and reliability. Himalaya Airlines continues to uphold high standards of safety and service, contributing to the growth and connectivity of Nepal's aviation sector.

1.2 Analysis of the Company

Name Himalaya Airlines Pvt. Ltd. **Head Office** • Gairidhara - 2, Kathmandu, Nepal • P.O. Box. 20299 • : +977 1 4004000 / +977 1 4004090 • : +977 1 4004098 • : info@himalaya-airlines.com **Business Type** International Scheduled Air Carrier **Collaboration Type** Nepal - China Joint Venture **Place of incorporation** Kathmandu, Nepal **Operating base** Kathmandu, Nepal **Company Registration No** 7584/054/55 **Registration Date** 2054/7/25/2 **Air Operator Certificate No** 084/2015	**President** Mr. Zhou Enyong **Vice President - Administration** Mr. Vijay Shrestha **Vice President - Operations** Capt. Hao Di **Fleet Type** A320-214 & A319-115 family **No. of Aircraft** Four **Total no. of Employees** **Departments** 1. Brand 2. Cabin Crew 3. Commercial, IT & Ground Operations 4. Corporate Security 5. Flight Operations 6. Flight Operations Control & Support 7. General Services 8. Government Relations and Legal Affairs 9. Human Resources 10. Maintenance & Engineering 11. Operation Standards 12. Planning, Finance, and Internal Audit 13. Quality Assurance 14. Safety 15. Service Improvement & Transport

1.3 Awards and Accolades

First and the Only Airline in Nepal to be registered as an IOSA Operator, December 28, 2023

"Third Highest Tonnage of Cargo", Nepal Freight Forwarders Association Annual Award 2023

Best Airlines of the Year – Hybrid & LCC, Best Airlines Award Nepal (BAAN), 2022

Substantial contribution in uplifting Nepalese Aviation, Making meaningful charitable donations during the COVID-19 Pandemic Himalaya Airlines Everest Expedition by Flight Attendant of 2022, World Book of Records, London 2023

A significant contribution to Nepalese Aviation and Economy during the pandemic, Nepal-China Chamber of Commerce and Industry (NCCCI), 2022

Valuable Support to Nepal's Humanitarian Assistance sent to Afghanistan MOFA, 2022

Second Highest Tonnage of Cargo in 2021, NEFFA ANNUAL AWARD 2022

ISO 9001-2015 Quality Management System certification, 2021

ISO 9001-2015 certification for Aircraft Maintenance and Engineering Services, 2020

Leading New Int'l Airlines in South Asia, South Asian Travel Awards (SATA), 2017

Newest Airlines in LSG, 2016

First Airline in Nepal to get Continuing Airworthiness Management Organization (CAMO) - NCAR M. 001, 2016

1.4 Fleet Information

The airline currently has a fleet of **three Airbus A320-214** configured with 180 all-economy seats and **one Airbus A 319-115** configured with 144all-economy seats.

Figure 1: Fleets of H9

Source; SAFETY MANAGEMENT SYSTEM MANUAL
(Section 3) ISSUE 03, REVISION 04 HIM/SD/SMS/001

1.4.1 Technical Specifications

AIRBUS	9N – ALM	9N – ALV	9N – ALW	9N – AJK
GENERAL				
Date of Manufacture	Jun-24-2014	Jan-26-2017	Mar-17-2017	Feb-27-2020
Date of Induction	March 09, 2016	January 31, 2017	March 31, 2017	March 02, 2020

1.5 Company Policy

Figure 2: Himalaya Airlines Policies
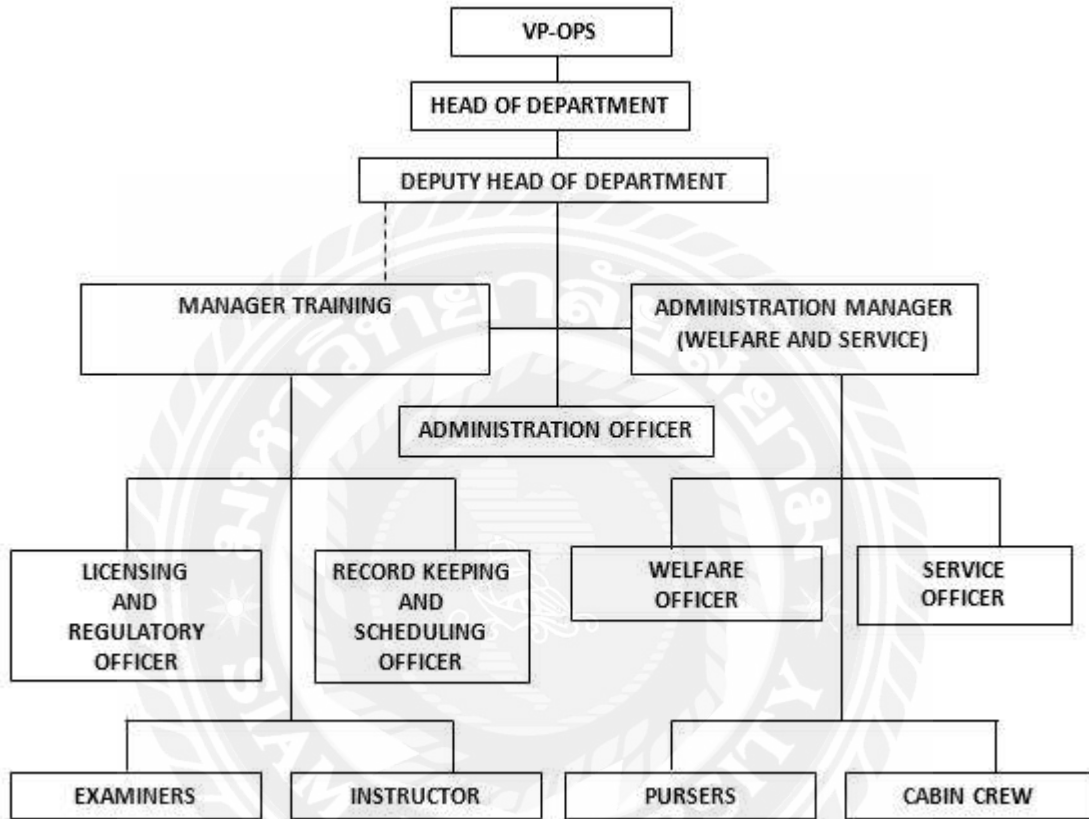
1.6 Cabin Crew Department Organizational Structure

Figure 3: Cabin Crew Department Organizational Structure

1.7 Safety Protocols and Their Implementation

1.7.1 Company Safety Policy
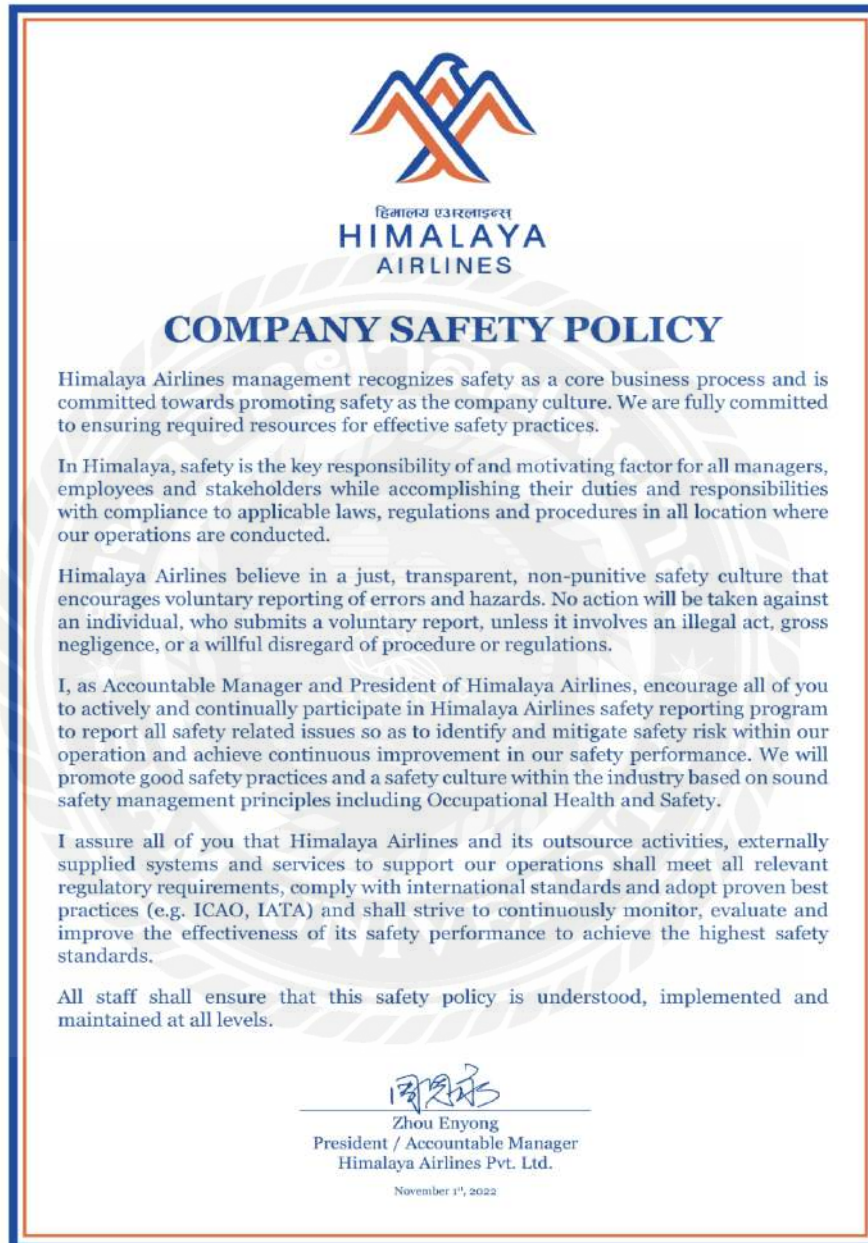
Figure 4: Safety policy of Himalaya Airlines

1.7.2 Overview

Safety is the cornerstone of any successful airline operation, and **Himalaya Airlines (H9)** places a strong emphasis on implementing rigorous safety protocols to ensure the well-being of both passengers and crew. These protocols are aligned with international standards and regulations set by the **Civil Aviation Authority of Nepal (CAAN)** and other **Global aviation authorities**. This section will explore the safety measures, implemented by Himalaya Airlines, focusing on the integration of these protocols into daily operations and their effectiveness in mitigating risks.

1.7.2.1 Development of Safety Protocols

A thorough set of safety procedures covering all facets of flight operations, from pre-flight inspections to post-flight procedures, has been devised by Himalaya Airlines. To keep up with the most recent developments in technology and industry standards, these protocols are updated regularly. Important regions consist of:

- **Pre-flight Safety Checks:** The aircraft is thoroughly inspected to make sure all systems are operating as intended before each flight. This includes inspecting the engine, fuel system, navigation system, emergency systems, and more components.
- **Aircraft Safety Procedures:** Cabin crew personnel are in charge of keeping an eye on safety equipment, making sure all passengers follow safety procedures, and being ready to handle any emergency during flights.
- **After-flight Protocols:** The airplane undergoes additional checks after landing to find any possible problems that could have occurred during the journey.

1.7.2.2 Implementation Strategies

The implementation of safety protocols at Himalaya Airlines involves a multi-faceted approach:

- **Training:** To guarantee that they are knowledgeable about safety procedures, all staff members—especially the cabin crew—go through extensive and ongoing training. In addition to covering practical skills like using safety equipment and participating in emergency response drills, this training also covers theoretical information.
- I**ntegration of Technology:** Himalaya Airlines makes use of cutting-edge technology to oversee and control safety procedures. To guarantee adherence to safety rules, this comprises computerized record-keeping, automatic safety inspections, and real-time tracking systems.
- **Audits and Inspections:** To make sure that all procedures are being followed appropriately, internal teams and outside organizations do routine safety audits and inspections. Any disparities are dealt with right away, and remedial measures are put in place.

1.7.2.3 Challenges in Implementation

While Himalaya Airlines is committed to maintaining the highest safety standards, there are challenges associated with implementing these protocols. These challenges include:

- **Getting Used to New Regulations**: New safety rules are frequently implemented, and the aviation sector is always changing. It might be difficult to adjust to these changes while making sure that every employee is informed.
- **Resource Allocation:** Especially during times of high operational demand, it can be difficult to strike a balance when ensuring that enough resources (time, people, and technology) are devoted to safety training and protocol execution.
- **Language and Cultural Barriers:** Himalaya Airlines works in a multicultural area, therefore it might be difficult to make sure that all crew members comprehend and follow safety procedures consistently.

1.8 Himalaya Airlines Safety Manual

The manual has been prepared according to the requirements and/or Directives of CAAN and prevailing laws of the country. Activities of SMS shall be carried out under this manual. In case of any discrepancies or conflicts between these manual and national regulations, the latter shall prevail.

The purpose of this manual is to provide procedural guidance for a system of safety management within **Himalaya Airlines Ltd. (HIM)** as per the Accountable Manager Safety Policy Statement

The manual has been developed to guide all personnel in safe operations throughout the organization including all business, flight safety, and occupational health and safety, where SMS will be implemented and integrated to ensure management of the safety risks associated with aircraft operations

The manual gives guidelines to understand the basic fundamentals of SMS which is a proactive and integrated approach to Safety Management to achieve our safety goals and objectives.

It embraces the principle that proactive hazard identification and risk management is achieved by inducting and fostering a health hazard reporting culture which also facilitates continuous improvement and professionalism.

Safety assurance processes such as **auditing** and **continuous monitoring** ensure that our operations are carried out in such a way that minimizes the risk involved and also meets best practices in terms of **Civil Aviation Authority of Nepal (CAAN)** legislative requirements.

The goal of HIM SMS is to reduce risk to a level As Low As Reasonably Practicable (ALARP). HIM SMS is designed and implemented to,

1. Identification of safety hazards
2. Ensure remedial action is implemented to control safety risks
3. Provide for ongoing monitoring and assessment of safety performance
4. Make a continual improvement to the level of safety.

All four components of SMS represent the two core operational processes underlying an SMS, as well as the organizational arrangements that are necessary to support the two core operational processes.

The four components of an SMS are:

a) Safety Policy And Objectives
b) Safety Risk Management
c) Safety Assurance
d) Safety promotion

Source; SAFETY MANAGEMENT SYSTEM MANUAL
(Section 3) ISSUE 03, REVISION 04 HIM/SD/SMS/001

1.9 The Commitment of HIM

Himalaya Airlines (HIM) strategy development is based on:

1. Safety
2. Profit
3. Innovation

4. Development

Himalaya Airlines believes that safety whether it is flight safety or occupational health safety brings confidence to the customers and staff so it is the company's priority for all the activities.

Safety of HIM is based on the Safety Management System through the procedures set by the Accountable Manager and all departmental heads.

Safety is a high-value function, so HIM strives to work to improve the culture, regardless of the position in the company to always remain vigilant to identify and control potential risk to safety.

The overall risk management process of HIM SMS systematically applies to all procedures involved in the organization. Each member of staff during their function will immediately communicate all information posing potential risks to safety through our non-punitive reporting system. The goal is to

ensure proactive management to reduce risk to an acceptable level of safety. HIM will apply these rules and continuously work to improve safety constantly.

<div align="right">Source; SAFETY MANAGEMENT SYSTEM MANUAL
(Section 3) ISSUE 03, REVISION 04 HIM/SD/SMS/001</div>

1.10 Safety Goals and Objectives

Safety Objectives reflect HIM commitment to maintain and continuously improve the overall effectiveness of the Safety Management System.

In HIM, Safety goals and objectives are aligned with Safety Performance Indicators and Targets which are set every year.

HIM Safety goals and objectives are to

1. Develop a safety culture that is: informed, learning, flexible, and reporting through continuous SMS training and communication.

2. Identify and mitigate all identified hazardous conditions and trends to an acceptable level. Provide a safe, healthy work environment for all staff giving special attention to all Occupational Health & Safety (OHS) related hazards.

3. Minimize all types of safety occurrences (injuries, incidents, serious incidents & accidents), by carefully monitoring strict adherence to HIM SOP's through our Flight Data Monitoring (FDM), audits, and reporting system.

4. Independently investigate selected safety occurrences to learn from them, mitigate hazardous trends, and avoid reoccurrence.

5. Ensure "just reporting culture" throughout the whole company.

6. Conduct effective Flight Data Monitoring across all HIM fleets not only to monitor events and occurrences but monitor hazardous trends.

7. Improve the effectiveness of the SMS through an annual review process through our scheduled SAG and SRB meetings.

8. Disseminate and maintain consistency in the propagation of relevant safety related information throughout the company.

9.   Ensure compliance with regulatory standards.

10. Ensure conformance with company standards

11. Maintain an effective crisis management capability that is designed to respond, contain, and manage any major crisis safely and securely, whilst ensuring the continuation of safe and normal operations.

12. Increase reporting culture through SMS training to all HIM staff

13. Monitor adherence to HIM SOPs through FDM, Audit, Spot-checks, and safety Reporting (Safety Assurance).

14. Minimize human error by proper understanding of the context of air operations and by providing proper training on the SOPs.

15. To ensure safe operation of our aircraft, HIM will strive to identify the top risk which exist in our operation and continuously strive to reduce the risk to an acceptable level of safety performance (ALoSP). SPI and SPTs are designed to continuously monitor the level of safety performance to achieve this safety objective.

Source; SAFETY MANAGEMENT SYSTEM MANUAL
(Section 3) ISSUE 03, REVISION 04 HIM/SD/SMS/001

1.11 Safety Data and Record Management

This section outlines the measures implemented by **Himalaya Airlines** to comply with safety data protection and confidentiality regulations specified by the **Civil Aviation Authority of Nepal**, as detailed in the document referred to as Civil Aviation Requirements for Safety Management (CAR-19) Appendix 3. It also covers the management and regulation of data retention periods, aligning with both the Authority's guidelines and Himalaya Airlines' requirements where relevant.

The procedure for the protection of safety data, safety information, and related sources involves a systematic approach to ensure the confidentiality, integrity, and availability of these critical resources.

The primary objective is to preserve the integrity of safety data and safety information collected through Himalaya Airlines' safety data collection process and guarantee the continuous availability of safety data and safety information within Himalaya Airlines by limiting their utilization solely to activities related to enhancing or maintaining aviation safety

It is the responsibility of every department to develop, implement, and maintain a system to maintain safety records appropriate to their area of responsibility.

1.12 Safety Risk Management

Safety risk assessment is one of the functions in a Safety Management System and an important element of safety risk assessment is the identification of hazards.

A hazard is a condition or an object with the potential to cause or contribute to an aircraft incident or accident. More information on the Hazard identification program in HIM is provided in section 7.2

This section contains and guides safety risk Management (assessment and mitigation) processes and associated procedures that are implemented and integrated throughout the organization to ensure:

  i.   Hazards are analyzed to determine corresponding safety risks;
  ii. Safety risks are assessed to determine the requirement for risk mitigation
       action(s) and;
  iii. When required, risk mitigation actions are developed and implemented.

OBJECTIVES

  1. Guide the policies, procedures, and other pertinent information about the Safety Risk Management process employed by Himalaya Airlines.
  2. Develop a company culture that employs a conscious approach to assessing and managing risk.
  3. Provide the basis for analyzing, assessing and managing risk.

Source; SAFETY MANAGEMENT SYSTEM MANUAL
(Section 3) ISSUE 03, REVISION 04 HIM/SD/SMS/001

1.13 Safety Risk Management Process

The objective of Hazard Identification, Risk Assessment, and the subsequent development of a Safety Risk Management Plan is to minimize operational and occupational risk and hence maximize business opportunities.

In a modern Safety Management System, such as those employed at Himalaya Airlines, each department or functional area must be both accountable and responsible for the hazards associated with their particular business activity.

Hazard Identification, Risk Assessment, and associated Risk Mitigation Plans shall be conducted by the processes and procedures contained in this section.

Once safety concern is perceived and hazards are identified from various hazard identification programs, preliminary assessment of safety reports as well as other events are completed as per section 7 subsection 7.3.9 of this manual to determine corresponding safety risks to aircraft operations;

After the preliminary assessment, a formal risk assessment with the SAG members will be conducted if deemed necessary by the Safety Manager as per Section 6 subsection 6.8.2. The SAG meetings are called to determine the requirement for risk mitigation action(s). Once the risk mitigation actions are developed, they are then implemented in operations.

After completion of the Safety Risk Assessment process, the resultant risk assessment shall be accepted by the Concerned Department HOD or by the Accountable Manager depending on the resultant risk level as per 7.4.3.4 Risk Tolerability Matrix of this section.

To conduct SRA, the ICAO 5 by 5 matrix or other SRA tools as outlined in Appendix 7 will be used as deemed suitable by the SAG or Safety Manager.
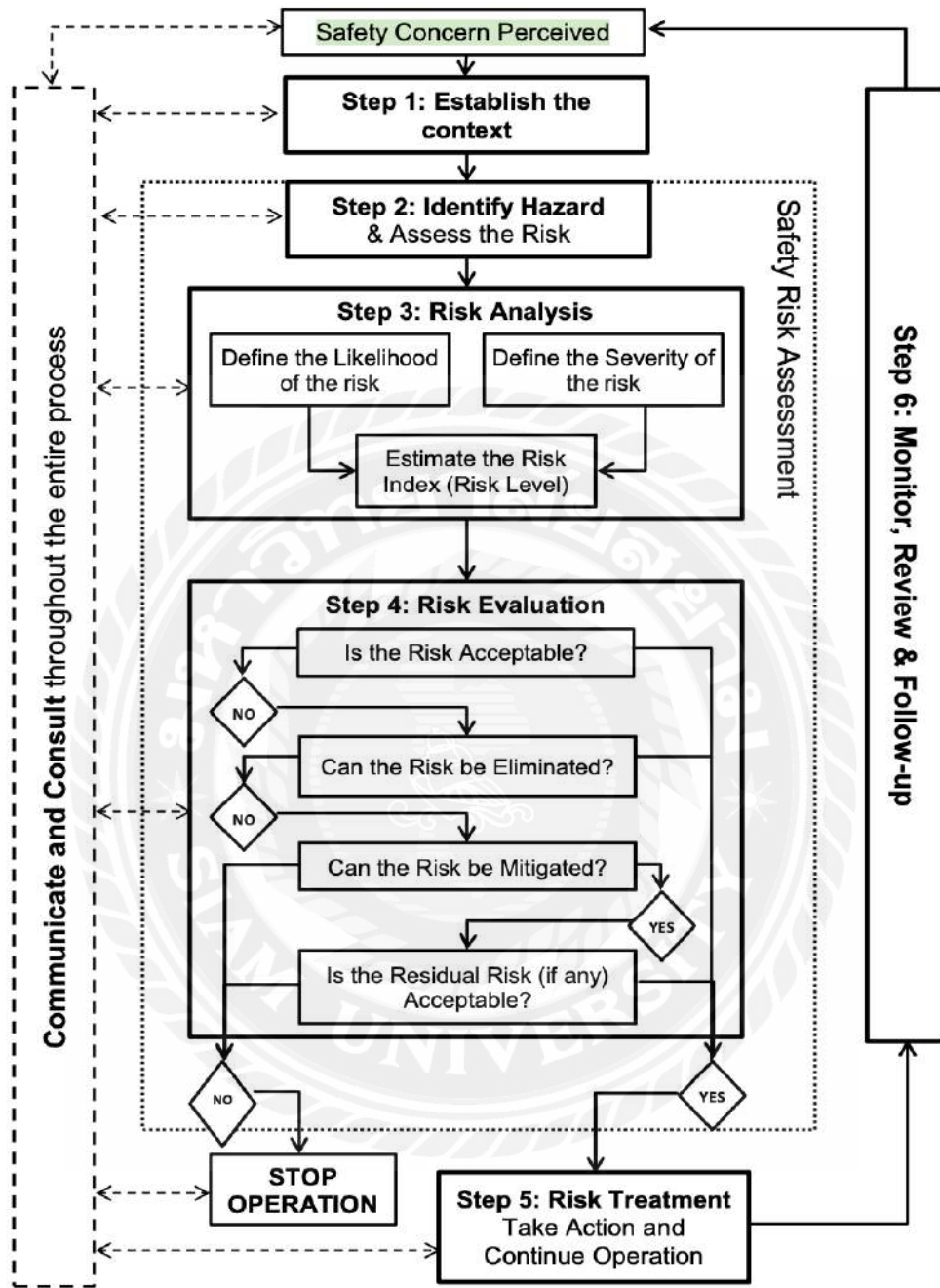
Figure 5: Safety Risk Management Process Flow Chart

1.14 Safety Auditing

HIM Internal Safety program

This section defines Himalaya Airlines Internal Safety Audit Program which monitors & checks both the Quality & Safety aspects during the audit of HIM Operational Departments. The Safety Department conducts the Safety audit using its Safety Auditors, Quality Auditors (if required), and Subject Matter Experts.

The Safety Manager is ultimately responsible for the implementation of the HIM Safety Audit Program. These responsibilities include but not limited to:

i. The performance of the Safety assurance program;
ii. Ensuring communication and coordination with operational managers in the management of operational risk;
iii. Dissemination of information to management and non-management
operational personnel as appropriate to ensure an organizational awareness of relevant safety assurance issues and results.
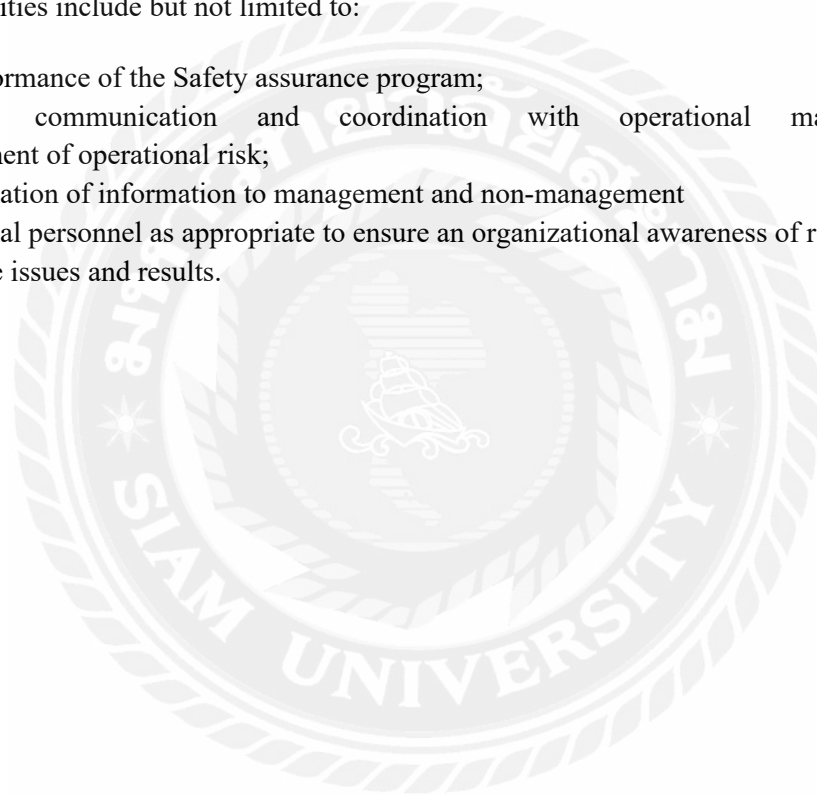
1.15 SWOT Analysis of Himalaya Airlines

Strengths:	Weaknesses:
- Strategic Partnership: Nepal-China joint venture, ensuring financial support. - Modern Fleet: Operates Airbus A320 and A319, suitable for regional routes. - Targeted Market Reach: Strong presence in Middle Eastern and South Asian routes. - Reputation and Safety: Notable awards and safety records boost passenger trust.	- Limited Fleet & Network: A smaller fleet restricts route options and frequency. - Seasonal Demand Dependency: Reliant on seasonal tourism and migrant worker travel. - High Operating Costs: Nepal's aviation costs affect profitability. - Limited Brand Recognition: Lesser-known brand outside key markets.
Opportunities:	Threats:
- International Route Expansion: Potential for new routes in Asia and beyond. - Cargo Growth: Demand for trade with China supports cargo service expansion. - Tourism Boom: Capitalize on growing tourism to Nepal. - Digital Advancements: Enhancing digital systems can improve customer experience.	- Intense Competition: Regional airlines with larger networks pose challenges. - Regulatory Risks: The Nepal-China partnership may face regulatory hurdles. - Economic Instability: Currency fluctuations and economic factors impact costs. - Global Health Risks: Pandemics and travel restrictions can disrupt operations.

CHAPTER 2

<u>CO-OP STUDY ACTIVITIES</u>

2.1 Learning as an Intern Regarding Safety at Airlines

I learned a lot about the extensive safety rules and procedures of Himalaya Airlines during my internship there. My awareness of how important safety is to an airline's entire operations has grown significantly as a result of the experience. From stringent pre-flight inspections to ongoing technology-enabled performance monitoring of safety, Himalaya Airlines' dedication to safety is demonstrated in every facet of its business.

The chance to interact with the airline's Safety Management System (SMS) was one of the most important parts of my internship. Directly witnessing the SMS's integration into regular operations allowed me to see how it makes sure safety procedures are not only implemented but also constantly enhanced. The airline's commitment to upholding a high degree of safety was highlighted by its proactive approach to safety management, which involves hazard identification and risk reduction.

Throughout my participation in many basic safety training sessions, I gained knowledge of the protocols that cabin crew members need to adhere to to guarantee the security of both passengers and crew members while in flight. From emergency reaction exercises to using safety equipment correctly, a wide range of subjects were covered in these training sessions. Impressively, safety practices were regularly updated to meet the most recent industry requirements, and an emphasis was placed on continual training. By using this method, the cabin crew is guaranteed to be ready for every eventuality that may occur while flying.

I learned about the procedures that cabin crew members must follow to ensure the safety of both passengers and crew members while in flight via my involvement in several basic safety training sessions. Several topics were covered in these training sessions, including emergency response drills and the use of safety equipment. Remarkably, a strong focus was placed on ongoing training, and safety procedures were modified often to comply with the latest industry standards. It is ensured that the cabin crew will be prepared for any situation that may arise during flight by employing this strategy.

One of the difficulties I saw was having to adjust to safety requirements that were often changing. The aviation sector is dynamic, so it's important to stay on top of new laws while also making sure all staff members have received the necessary training. To solve these issues, though, Himalaya Airlines' methodical approach to safety data and record management—which includes safeguarding safety data and keeping an eye on safety performance indicators is essential.

I have a thorough awareness of the safety culture of Himalaya Airlines as a result of my time there. The airline emphasized safety, underscoring its significance in the aviation sector with strong rules and continual improvement methods. This experience has improved my understanding of safety procedures and reaffirmed the vital role that cabin crew members play in maintaining a secure and safe flying environment.

2.2 Cabin Crew Training

2.2.1 Training Definitions

Himalaya Airlines shall conduct Initial Training for all persons who have not previously operated as a cabin crew member. Initial Training is required for those cabin crews who have not operated as a cabin crew member or have not received recurrent training in the preceding two years. The goal of initial training is to ensure that each trainee acquires the competencies, knowledge, and skills required to perform the duties and responsibilities related to the safety of passengers and flight during normal, abnormal, and emergencies. This is accomplished through classroom instruction complemented by a series of hands-on and simulated exercises such as first aid and fire-fighting. Cabin crew trainees must complete initial training before they are assigned duties as cabin crew members.

Initial Training shall not be conducted on more than two types of aircraft at a time. Initial Operating Experience (IOE) of six months is required if a cabin crew is to be trained on another (third) aircraft type.

Source: Cabin Crew Training Manual (Operation Manual D, SECTION 4 CHAPTER 1)

2.2.2 Aircraft Type Training

Aircraft Type Training refers to the part of the training that is related to the type-specific elements of the cabin crew training program. This training is required to gain a qualification on the aircraft model that the cabin crew member will be assigned to. Cabin Crew shall undergo the type training course on each type of aircraft they serve as a cabin crew member.

2.2.3 Conversion Training

Conversion and Difference Training shall apply to cabin crew who have to be assigned to duty on an aircraft that has differences from the type, model, or series that the cabin crew member is previously qualified on.   Conversion Training shall be required to gain competence on different types of aircraft which shall cover all of the training elements of the Aircraft Type Course as specified in CAAN, CCTM. Difference Training addresses the differences in the model and series of the same type of aircraft that may exist in the forms of cabin configuration and layout, installed emergency equipment, and exits as procedures. It will also be applicable if significant changes have been made in the cabin features and safety procedures in an aircraft since the cabin crew member's last training.

2.2.4 Subsequent Training

A conversion course for qualified crew before being assigned to operate another aircraft type with the same operator. There shall be a minimum period of 06 months between another (third) aircraft type/conversion training.

2.2.5 Requalification

Himalaya Airlines shall have a cabin crew requalification training course such as refresher, recurrent, extended recurrent, and abinitio training (initial & type/conversion training) to regain qualification to perform duties as a cabin crew member which shall be completed;
-   Individuals who have failed remain qualified as cabin crew members.
-   As part of the process to regain requalification to perform duties as a cabin crew member

2.2.6 Tracking of Requalification Training

Himalaya Airlines shall endeavor to plan cabin crews for their requalification training such as recurrent, recurrent drills, DGR recurrent, AVSEC recurrent, etc. at least 45 days before the expiry of the validity. The expiry report is generated from the computerized software (ARMS) and cabin crews are planned accordingly. Should the cabin crews not attend the planned training due to any reason (leave of absence etc.) the individual is tracked with the support of the Training Team and is scheduled at the next available training. The computerized software (ARMS) doesn't allow the scheduler to assign flights when any cabin crew member becomes unqualified for any reason (absence of leave etc.) and suitable action shall be taken by the cabin crew training manual.

In the event the cabin crew is not undertaking active flight duties and becomes unqualified for any reason (absence of leave etc.), then the Training Team shall inform regarding the gap in flying for a particular cabin crew member and accordingly appropriate requalification training shall be administered to the individual as per the cabin crew training manual. On successful completion of the same, the individual's qualification shall be updated in the computerized software (ARMS) by the training support team.

2.2.7 Recurrent Training

Mandatory training for all cabin crew within 12 consecutive months, and for cabin crew who have been absent from active flying duties for more than 6 months up to 12 months.

2.2.8 Extended Recurrent Training

Training for cabin crew who have been absent from active flying duties for more than 12 months and up to 24 months.

2.2.9 Refresher Training

Training for cabin crew who are absent from active flight duties for consecutive 6 months but are within the validity of the previous training.

2.2.10 Pilot SEP Training

Safety and emergency procedures training shall be conducted for pilots by a qualified SEP instructor.

2.2.11 Differences Training

Training for cabin crew to qualify on a variant of the aircraft type.

2.2.12 Transition Training

Training for cabin crew who are qualified on the aircraft type, but from a different operator and are within the validity of the previous training.

2.2.13 High Altitude Training

Mandatory Training for Cabin crews operating at high altitudes. The course is valid for 24 months.

2.2.14 Practical Training

Emergency drill requirements are to be accomplished during the following:
- Initial and type/Conversion training.
- Recurrent training at intervals not exceeding 2 years.

2.2.15 Aircraft Visit

Training visits to the aircraft provide the trainees with a practical view of all the aircraft components, systems, etc. about their functioning. The number of visits per training shall be based on the complexity and size of the aircraft.

{The above mentioned are some of the training done for the cabin crew and other staff members at Himalaya Airlines (all the above-mentioned training are done according to the requirement of the posts of different members at the airlines)} Source: Cabin Crew Training Manual (Operation Manual D, SECTION 4 CHAPTER 1)

2.3 learning and Insights as an Intern about training:

My experience at Himalaya Airlines has given me a special chance to watch and comprehend the extensive training programs that are essential to the airline's operations. Although I have not taken part in the official training programs mentioned, my position has allowed me to learn a great deal about how these processes are carried out and how important they are to maintaining efficiency and safety in the airline.

2.4 Understanding Training Protocols

Throughout my internship, I have gained an appreciation for the depth and complexity of Himalaya Airlines' training curriculum. All of the programs, including High Altitude Training and Initial Training, are carefully crafted to equip cabin crew members for a variety of situations they may face while doing their jobs. These programs are constructed in a way that guarantees cabin crew members have the practical skills and knowledge needed to manage crises and guarantee passenger safety.

2.4.1 Key Learning from the Training Process

1. **Importance of Initial Training:**
   - To provide cabin crew personnel with a solid basis, the Initial Training program is essential. Regardless of experience, this training guarantees that all crew members are compliant with the safety requirements and operating procedures of the airline. Seeing this process in action has made it clear how crucial it is to have a strong knowledge foundation from the outset to ensure consistency and safety throughout the trip.
2. **Aircraft Type and Conversion Training:**
   - The need for specialization is emphasized by Aircraft Type Training and Conversion Training. Every aircraft has its own special characteristics, and training guarantees that cabin crew members are completely capable of functioning on certain aircraft models. By emphasizing type-specific training, the airline demonstrates its dedication to accuracy and thoroughness and makes sure that crew members are always ready for the subtleties of the aircraft they are assigned to.
3. **Requalification and Recurrent Training:**
   - The aviation sector is dynamic, which is reflected in the frequent training sessions and requalification requirements. Adapting to new laws, regulations, and safety protocols requires ongoing education and frequent updates. Members of the cabin crew are kept skilled and prepared to handle any circumstance thanks to this continuous training.
4. **Integration of Technology in Training Management:**
   - Utilizing computerized software (ARMS) to monitor training validity and schedules shows how committed the airline is to using technology to improve operational efficiency. This approach serves to maintain a high degree of safety by prohibiting untrained crew members from being assigned on flights, in addition to ensuring compliance with training schedules.

Source: Cabin Crew Training Manual (Operation Manual D, SECTION 5 CHAPTER 3)

2.5 Personal Reflections and Observations

My perspective on how training and safety procedures are intricately woven into an airline's everyday operations has expanded as a result of my close collaboration with the cabin crew department. The professionalism and readiness of the cabin crew personnel demonstrate, in my opinion, how successful these training programs are. The fact that they can confidently and calmly handle both everyday work and unforeseen obstacles is evidence of the high caliber of training they get.

Additionally, my experience has shown me that ongoing support and cooperation across many departments, including as HR, Operations, and the Training Team, is just as important to the success of an airline's safety programs as the training itself. This collaborative environment ensures that all aspects of training, from planning to execution, are carried out smoothly and effectively.

2.6 Conclusion

Although I wasn't directly involved in the official training programs as an intern, the knowledge I was able to obtain by seeing and comprehending these procedures has been quite beneficial. My experience has shown me how crucial thorough training is to preserving the dependability and safety of aircraft operations. I am appreciative that I had the chance to work with such a focused and organized group of people, and I'm excited to use what I learned in my uping projects.
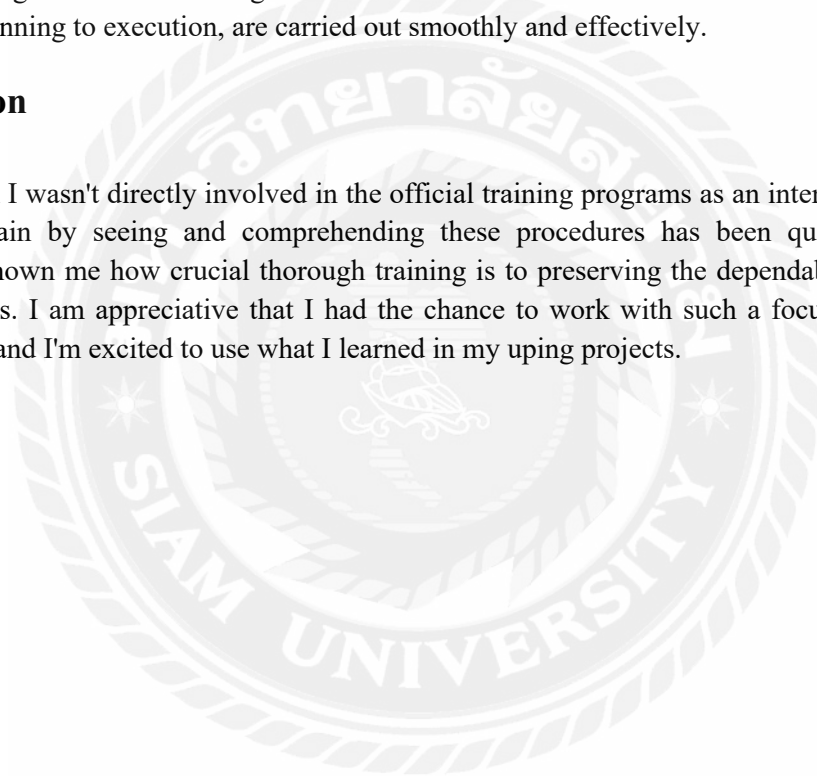
CHAPTER 3

Learning Process: The Impact of Co-Op Education

3.1 Contribution of Co-Op Studies during My Internship

My academic experience has benefited greatly from the COOP (Cooperative Education) program, which helps to bridge the gap between theoretical knowledge and real-world application. The values and abilities I acquired throughout my COOP courses have been essential in guiding my approach to a variety of tasks and problems during my internship with Himalaya Airlines.

The COOP program has greatly improved my capacity for critical analysis of real-world scenarios, which is one of its main contributions. The course placed a strong emphasis on the value of comprehending business-specific procedures and fusing theoretical knowledge with real-world applications. I've been able to witness and participate in activities within the Cabin Crew department of Himalaya Airlines thanks to this method, which has helped me swiftly adjust to the professional setting.

In addition, the COOP program taught me the value of cooperation and clear communication—two things that are critical in a collaborative workplace like an airline. Working with seasoned experts, taking in their knowledge, and adding my viewpoints have all been made possible by my cooperative education.

3.2 What I Have Learned During COOP Studies

My internship has been made possible by the strong foundation in business and management that the COOP program has given me. Among the most important lessons gained from the COOP program are:

- **Critical Thinking and Problem-Solving:** The course taught me to approach issues critically and consider all possible perspectives before coming up with a solution. Understanding the intricacies of airline operations, where prompt and efficient decision-making is frequently needed, has shown to be very helpful with this talent.
- **Work ethic and professionalism:** The COOP program's emphasis on professionalism has enabled me to uphold a high level of behavior during my internship. I've gained knowledge about the value of dependability, timeliness, and attention to detail—all of which have helped me succeed as an intern.
- **Adaptability and Continuous Learning:** The COOP curriculum emphasized the value of flexibility and an open mind to lifelong learning. These qualities are essential for staying up to date with developments and advances in a field that moves quickly, like aviation. I've been able

to rise to new difficulties and gain knowledge from each encounter throughout my internship because of this approach.

3.3 Applying Knowledge from Coursework

My internship report writing process has made direct use of the abilities and information I acquired via the COOP program. Writing a thorough and well-structured report was made easier by my knowledge of research techniques, data analysis, and report structure—all of which I gained from COOP studies.

- **Research and Analysis:** I developed my ability to perform exhaustive research, compile pertinent material, and provide insightful analysis during my COOP studies. These abilities were essential for gathering data for my research on Himalaya Airlines' cabin crew training and passenger safety. I was able to pinpoint important areas of attention, compile observations' worth of ideas, and present them logically.
- **Effective Communication:** The COOP program placed a strong emphasis on the value of communicating intelligibly. This ability has been crucial to making sure that the material in my report makes sense and is presented in a comprehensible manner.
- **Attention to Detail:** I have guaranteed that my report is precise and comprehensive because of the COOP studies' emphasis on attention to detail. I double-checked facts, cross-referenced all data, and ensured the report appropriately reflected my experiences and lessons learned.

My academic and professional growth have greatly benefited from the COOP program, which has given me the skills and perspective I need to be successful in the real world. I have learned how to utilize this program's essential information in a professional context in addition to gaining it. With the information I gained from my COOP studies, my work experience with Himalaya Airlines has given me a thorough grasp of applying theory to real-world situations, setting me up for future professional success.

3.4 Problems and Possible Solutions in Himalaya Airlines Cabin Crew Department

1. Roster Scheduling Conflicts
   - Problem: Irregular work hours due to last-minute schedule changes.
   - Solution: Use automated rostering software for real-time adjustments and workload balancing.

2. Communication Gaps
   - Problem: Delayed updates confuse and missed shifts.

      ○   Solution: Implement a mobile app for real-time schedule changes and alerts.

3. Compliance with Rest Regulations
      ○   Problem: Schedule changes risk non-compliance with rest requirements.
      ○   Solution: Enforce strict compliance checks via rostering software for rest management.

4. Manual Rostering Load
      ○   Problem: A high administrative burden leads to errors.
      ○   Solution: Automate crew scheduling to reduce errors and save time.

5. Layover and Rest Management
      ○   Problem: Inefficient layover management affects crew rest.
      ○   Solution: Plan layovers and ensure close airport accommodations.

6. Inflexibility in Shift Swaps
      ○   Problem: Fixed schedules limit shift-swapping for personal needs.
      ○   Solution: Enable a structured shift-swapping option within the scheduling system.
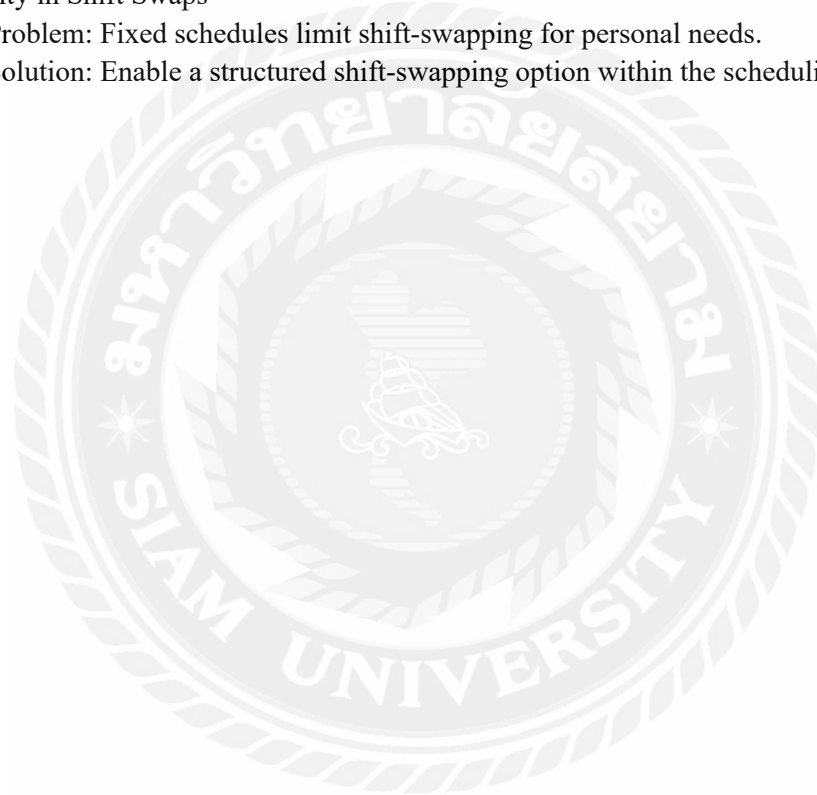
CHAPTER 4

Conclusion

4.1 Summary of Highlights of Co-op Studies.

This COOP report has provided an in-depth exploration of the safety protocols and their implementation within the Cabin Crew department at Himalaya Airlines. I have learned a great deal during my internship about the vital role that strict training programs play in guaranteeing passenger safety as well as the readiness of the cabin crew. Himalaya Airlines' systematic and continuous training programs demonstrate the airline's dedication to upholding the highest levels of operational effectiveness and safety.

Despite not being a direct participant in the official training programs, my internship experience has allowed me to witness and comprehend the importance of these protocols. My approach to this internship has been greatly influenced by the information and abilities I have gained from my COOP studies, which have allowed me to apply theoretical principles to real-world settings and significantly contribute to the airline's operations.

This report emphasizes the significance of bridging the gap between academic studies and practical experience, in addition to reflecting on my learnings from the internship. My knowledge of the aviation sector has increased as a result of this experience, and I'm more equipped to handle obstacles in my professional future.

In summary, my time with Himalaya Airlines has been a priceless educational opportunity that has reinforced the vital significance of ongoing training and safety procedures in the aviation sector. I am appreciative that I had the chance to work with and learn from a top aviation company, and I'm excited to use what I learned in my next undertakings.

4.2 My Evaluation of the Work Experience

My work experience at Himalaya Airlines as part of the Cabin Crew department was immensely valuable and insightful. This internship allowed me to gain a deeper understanding of the airline industry and the critical role that safety protocols, customer service, and teamwork play in daily operations. I had the opportunity to observe how policies and procedures are implemented in real-time, learning about the importance of compliance with aviation regulations and effective crisis management.

The experience also highlighted the challenges of maintaining high service standards while managing unexpected changes and operational demands. Working closely with experienced team members gave me practical insights into the skills required to handle these situations calmly and efficiently.

Additionally, my responsibilities provided an opportunity to improve my communication and organizational skills, preparing me for future roles in a professional setting. Overall, this experience strengthened my confidence, adaptability, and appreciation for the teamwork and precision required in the aviation industry, and has equipped me with skills and knowledge that will be beneficial in my future career.

- **Extended Access to Learning Resources:** Providing interns with access to additional learning materials, such as online courses, training manuals, or industry publications, could help supplement their practical experience. This would allow interns to deepen their understanding of aviation industry standards, safety protocols, and best practices.

4.3 Personal Reflections and Future Applications

The COOP program and my internship have reinforced my knowledge of the vital role that safety and ongoing training play in the aviation sector. I'm sure that the knowledge and understanding I've received from this experience will be a great asset as I advance in my work. The obstacles I faced have also helped point out areas where I may develop both personally and professionally, and the suggestions I made show my intention to actively contribute to the program's enhancement for participants in the future.

In conclusion, I can say that working with Himalaya Airlines has been incredibly instructive, giving me a greater understanding of the intricacies of airline operations as well as useful insights. I now have a well-rounded viewpoint and am ready to take on any difficulties in the aviation business with confidence and competence thanks to the combination of my academic knowledge from my COOP studies and the practical experience I gained during my internship.

4.4 Limitations and Recommendations for Himalaya Airlines

Based on my observations and experiences, I would like to offer the following recommendations to Himalaya Airlines to further enhance their internship program and overall operations:

- **Enhanced Intern Involvement in Training Programs:** It would be immensely beneficial to interns' learning experiences if they could take part in or watch certain training sessions. This may entail shadowing during the first or subsequent training sessions, which would give a more thorough grasp of the procedures.

- **Development of a Structured Mentorship Program:** A more thorough learning experience and individualized coaching might be facilitated by matching interns with seasoned mentors from the cabin crew department or other relevant areas. Interns who receive mentoring may be able to handle their jobs more skillfully and learn things outside their immediate duties.

- **Expanded Cross-Departmental Exposure:** Interns may gain a more comprehensive understanding of how several teams work together to guarantee the success of the airline by encouraging or arranging rotations or interactions with other departments, such as Operations, Safety, or Customer Service. This would also make it easier to comprehend how safety procedures are incorporated into different areas of the airline's operations.

- **Improved Feedback Mechanisms:** For ongoing development, putting in place a structured feedback mechanism where interns may share their experiences might be quite beneficial. This input may assist the organization in determining how to improve the internship program to give upcoming interns even more worthwhile and well-organized learning opportunities.
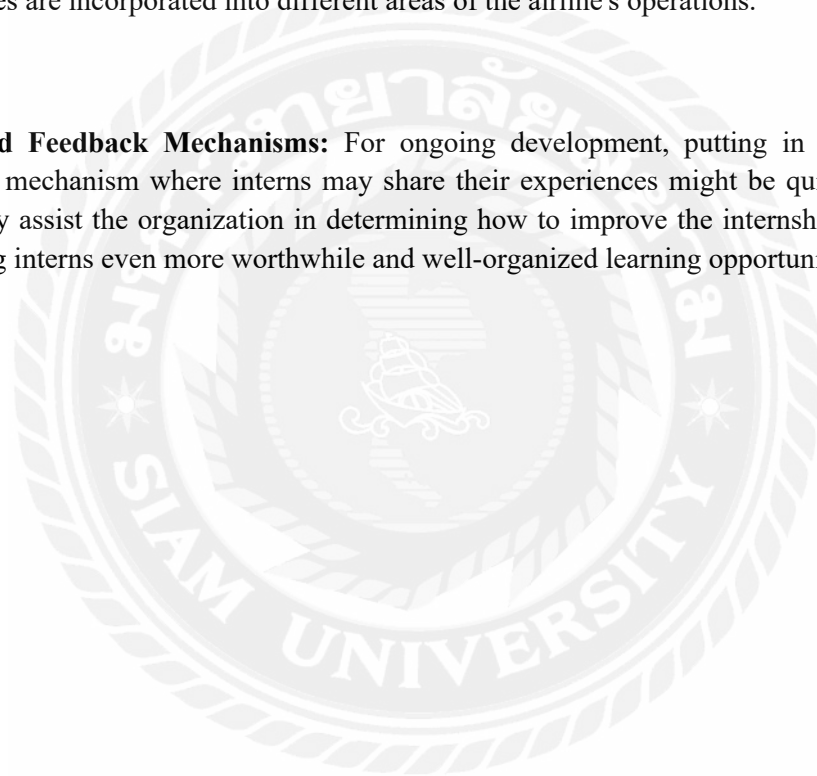
APPENDIXES

Figure 6. Inspection of Cart at (SOLTEE GOURMET) checking

Figure 7. Carts ready to dispatch after

Figure 8. Safety training session at Himalaya Airlines HQ Training hall

Figure 9. Graduation Ceremony of the 10th batch CABIN CREW(FLIGHT ATTENDANT)

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