

Flight Attendant Certificate of Demonstrated Proficiency

In the fall of 2003, Congress established a flight attendant certification requirement in the Vision 100-Century of Aviation Reauthorization Act.

The Act requires that after December 11, 2004, no person may serve as a flight attendant aboard an aircraft of an air carrier unless that person holds a Certificate of Demonstrated Proficiency (certificate) issued by the FAA.

The Act defines a flight attendant as an individual who works in the cabin of an aircraft that has 20 or more seats and is used by a part 121 or part 135 air carrier to provide air transportation. *The FAA will not issue a Certificate of Demonstrated Proficiency to any flight attendant that does not meet this definition.*

Specific information on the flight attendant Certificate of Demonstrated Proficiency can be found at the following links:

- [Key Provisions of the Act](#)
- [Applying for the Certificate of Demonstrated Proficiency](#)
- [Updating an Existing Flight Attendant Certificate](#)
- [Requesting a Replacement Flight Attendant Certificate](#)
- [Flight Attendant Certificate FAQ](#)

Flight attendants are not required to carry the certificate. If requested, flight attendants shall present their certificate to the FAA, the National Transportation Safety Board, or another Federal agency within a reasonable period of time after the date of request. The FAA policy for “a reasonable period of time” is 15 days.

Key Provisions of the Vision 100-Century of Aviation Reauthorization Act

Among other provisions, the Act provides the following:

- A. *Definition of the term flight attendant.* A flight attendant works in the cabin of an aircraft that has 20 or more seats and is used by an air carrier to provide air transportation.
- B. *Scope.* The Act applies to flight attendants of air carriers providing air transportation using airplanes with 20 or more passenger seats under Title of the Code of Federal Regulations (14 CFR) parts 121 and 135.
- C. *Distinction.* The Act distinguishes between this certificate and an airman's certificate. This certificate is not an airman's certificate as specified in Title 49 of the United States Code (49 U.S.C.), section 44703; it is a separate kind of certificate as specified in 49 U.S.C., section 44728.
- D. *Appearance of the certificate.* The Certificate of Demonstrated Proficiency is similar in size and appearance to certificates issued to airmen. Each certificate is numbered, contains the name, address and description of the individual to whom the certificate is issued and contains the airplane group for which the certificate is issued (Group 1 = Propeller-driven; Group 2 = Turbojet-powered, as defined in [14 CFR 121.400](#)).

NOTE: An airline name appearing in the Limitations section of the certificate is not required by the Act and is not a restriction; it simply identifies the origin airline. The first several thousand certificates were issued with an airline's name appearing in the Limitations section. Subsequent certificates do not show an airline name in the Limitations section.

You may view the entire Vision 100-Century of Aviation Reauthorization Act here: [Vision 100-Century of Aviation Reauthorization Act](#)

Or, you may search for the Act at <http://www.gpoaccess.gov> using the following instructions:

1. Click on Public and Private Laws.
2. Click on "Search" under "Previous Congresses".
3. Select "Public and Private Laws, 108th Congress".
4. In the query box enter "public law 108-176" (with quotes).
5. Click on Submit.
6. Click on the .PDF version of public law 108-176.
7. Flight Attendant Certification is in Title VIII-Miscellaneous, section 814, Flight Attendant Certification (page 102).

Applying for the Certificate of Demonstrated Proficiency

The Director of Operations (DO) must apply for a flight attendant's Certificate of Demonstrated Proficiency in the following circumstances:

- A flight attendant without an existing certificate completes initial training.
- A DO cannot verify a flight attendant's existing certificate.

The DO is responsible for applying for a flight attendant's Certificate of Demonstrated Proficiency once the flight attendant has successfully completed all requirements of the FAA-approved training program, including operating experience. The DO applies for the certificate by entering a record into the web-based FAA Flight Attendant Certification System. The Certificate of Demonstrated Proficiency is effective immediately upon receipt by the FAA of this record. The FAA will mail a hardcopy of the certificate to the flight attendant within 10 to 14 days. The certificate is the property of the individual flight attendant, not the air carrier who applied for it.

Entering a record and generating a certificate is normally a one-time occurrence for each flight attendant, regardless of the number of air carrier training programs a flight attendant might complete. When a flight attendant completes training with a second (or subsequent) airline, the DO normally does not enter a new record into the system, and the FAA does not generate a new certificate. The only exception is when an air carrier trains a flight attendant on an additional aircraft Group. *See (link)* "Updating an Existing Flight Attendant Certificate" for additional information.

To apply for the Certificate of Demonstrated Proficiency:

- (1) DO must request access to the Flight Attendant Certification System, in writing and on company letterhead. Include the four digit air carrier designator issued by the FAA and the *DO's e-mail address* in the request. Mail the request to:

Federal Aviation Administration
Airmen Certification Branch, AFS-760
P.O. Box 25082
Oklahoma City, OK 73125-0082

The FAA will email a confirmation message to the DO containing a link to the Flight Attendant Certification System, a user ID and password, and a help file. The help file contains contact information in case the DO has any problems using the system. If the DO has any questions or encounters system difficulties, he or she may contact Airmen Certification at 1-866-878-2498.

- (2) Once the DO determines that a person has successfully completed the FAA-approved flight attendant training program, including the operating experience required by Title 14 of the Code of Federal Regulations ([14 CFR 121.434](#)), they must enter the record in the system.

- (4) Enter the following data for each record:

- Name,

NOTE: The FAA recommends the DO enter the flight attendant's first name and middle initial in the block for first name. This reduces the likelihood that flight attendants with similar names are confused in subsequent searches.

- Date of birth,
- Place of birth,
- Address,
- Physical description (height, weight, hair and eye color, and gender),
- Citizenship, and
- Qualification in Group 1, Group 2, or both.

(5) If the DO verifies that a flight attendant already has a certificate, no further action is required. If a flight attendant previously received a Certificate of Demonstrated Proficiency as a result of training at another air carrier, verify a Certificate of Demonstrated Proficiency has been issued by one of the following methods:

- The flight attendant presents the hardcopy certificate to the DO, or to the DO's representative, or
- The DO, or DO's representative, queries the [FAA Airmen Certification database](#) and finds an existing certificate.

NOTE: If the DO cannot verify that the flight attendant already holds a certificate; the DO must enter a complete record in the name of the flight attendant in the database.

Applicability of the Privacy Act

Under the Privacy Act, personal information is generally not available to the public. A flight attendant's address, physical description, date of birth and place of birth may not be released to the public. Only basic certification information of an identified individual may be released to the public, such as certificate number, ratings (Group 1, Group 2), and date of issue.

NOTE: For holders of an airman's certificate (pilots, air traffic controllers, and others – but not flight attendants) the Aviation Investment and Reform Act for the 21st Century (AIR-21) partially overrules the Privacy Act and requires the FAA to release certain information including address information, unless the airman specifically requests that address information be withheld. Consequently, a certificated flight attendant who also holds an airman's certificate (as a pilot, for example) is subject to AIR-21, and possible releasability of address information. These flight attendant can request address information pertaining to the airman's certificate be withheld from the public at the following website: [Airmen Certification: Change Releaseability Status](#)

Updating an Existing Flight Attendant Certificate

Adding an Additional Rating (Group)

The following procedures apply in the following circumstances:

- An air carrier operates both Group 1 and Group 2 airplanes, but only trains a flight attendant on one group during initial training, or
- A flight attendant holding a certificate with one rating completes training at a subsequent air carrier that operates a different or additional airplane group.

When an air carrier operates both Group 1 and Group 2 aircraft, the air carrier must update the System with information regarding both aircraft groups. If an air carrier operating both Group 1 and Group 2 aircraft initially trains a flight attendant on only one group, the Director of Operations (DO) is responsible for entering the record into the system upon completion of the FAA-approved training program, including operating experience for that group. If the air carrier later trains the flight attendant on the second group, the DO must update the record in the System reflecting the new group qualification.

If a certificated flight attendant completes training with a subsequent airline, and a new rating is added to the existing certificate, the DO must update the record in the system to reflect the new qualification. Two airline names will appear in the FAA database, the name of the original airline and the name of the applicable subsequent airline.

Ideally, each flight attendant should only have one certificate, and that one certificate should reflect all the ratings held by the flight attendant.

To add an additional group to an existing certificate:

- (1) Log into the Flight Attendant Certification System.
- (2) Select "Update Existing Flight Attendant Certificate".
- (3) Enter the certificate number of the flight attendant. The screen will display pre-filled information for that flight attendant.
- (4) Change the physical description, address, and ratings, as required. If the flight attendant already holds one rating (i.e. Group 1) and is adding another rating (i.e. Group 2), select the rating "Group 1&2" from the drop-down box.
- (5) The FAA will then issue a certificate with both ratings.

Changing Personal Information in the System

A flight attendant is not required to update personal information. If the personal information shown on the flight attendant's certificate; such as name, date of birth, citizenship, or gender, is in error or should change; a flight attendant may request the information be changed in the FAA database.

To change personal information:

(1) Include the following information in a signed request:

- Name
- Date and place of birth
- Social Security Number and/or certificate number
- Reason for the request

Include a copy of formal documentation showing evidence of the change(s) such as a marriage certificate, a divorce decree, or a court order.

(2) Mail via United States Postal Service (USPS) to the following address:

FAA
Airmen Certification Branch, AFS-760
PO Box 25082
Oklahoma City, OK 73125

NOTE: An updated certificate will not automatically be mailed to a flight attendant making changes to personal information. If the flight attendant requesting changes would like a replacement certificate, he/she should also follow the instructions to (link) “Requesting a Replacement Flight Attendant Certificate”.

Changing an Address in the System

A flight attendant is not required to notify the FAA of an address change, but may do so voluntarily. Follow the procedures for changing personal information.

Requesting a Replacement Flight Attendant Certificate

A flight attendant can request a replacement certificate either on-line or in writing.

To request a replacement certificate on-line:

- (1) Create an account with Airmen Online Services. Follow the directions found at [Airmen Online Services](#)

NOTE: In order to create an account with Airmen Online Services, the flight attendant must know the number of his/her original Certificate of Demonstrated Proficiency.

To request a replacement certificate in writing:

- (1) Include the following information in the request:

- Name,
- Date and place of birth,
- Social Security Number (SSN) and/or certificate number, and
- Reason a replacement certificate is required

NOTE: Incomplete information could delay the issuance of a replacement certificate.

- (2) Optionally, complete this downloadable form [Application for Replacement of Lost, Destroyed or Paper Airmen Certificates](#) to request a replacement certificate.
- (3) Include a check or money order for \$2, payable to the FAA, when requesting a replacement certificate.
- (4) If your permanent mailing address is listed as a Post Office Box (P.O. Box), General Delivery, Rural Route, or Star Route, provide directions or a map to locate your residence.
- (5) Mail requests to the following address:

FAA
Airmen Certification Branch, AFS-760
PO Box 25082
Oklahoma City, OK 73125

Flight Attendant Certificate of Demonstrated Proficiency Frequently Asked Questions (FAQ)

I am the Director of Operations for a non-part 121/135 operator with an airplane with more than 20 seats. Can I apply for Certificates of Demonstrated Proficiency for the flight attendants we employ?

No. The FAA will not issue a Certificate of Demonstrated Proficiency to a flight attendant that does not meet the definition of “flight attendant” in the Vision 100-Century of Aviation Reauthorization Act.

I am the Director of Operations for a part 135 operator with an airplane with less than 20 seats. We employ flight attendants and have an FAA-approved flight attendant training program. Can I apply for Certificates of Demonstrated Proficiency for the flight attendants we employ?

No. The FAA will not issue a Certificate of Demonstrated Proficiency to a flight attendant that does not meet the definition of “flight attendant” in the Vision 100-Century of Aviation Reauthorization Act.

Is the Certificate of Demonstrated Proficiency an air carrier accountable item, like a flight attendant manual or a company ID?

No. The Certificate of Demonstrated Proficiency is the property of the flight attendant. The air carrier should not collect the flight attendant’s certificate at the conclusion of the flight attendant’s employment with the carrier.

Does an FAA Aviation Safety Inspector (ASI) need to check for a flight attendant’s Certificate of Demonstrated Proficiency during routine surveillance?

A flight attendant is not required to carry his or her Certificate of Demonstrated Proficiency. If requested a flight attendant shall present his or her certificate to the FAA, the NTSB or other Federal agency within a reasonable time after the date of request. The FAA has defined “reasonable” as 15 days. An ASI may verify a flight attendant has been issued a Certificate of Demonstrated Proficiency by using the SPAS airmen search utility (MSAT-A).