

Cabin Crew CRM Forum

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AGENDA

Introduction & Admin

Aim of Cabin Crew Training

Amendment 7 to JAR OPS 1 Subpart O

Criteria for selection of CRMIs - LMQ

Coffee

Evolution of CRM Training - BA

Joint CRM Training - Monarch

CRM for Smaller Aircraft - flybe

AGENDA

Cont'd:

First question session

Lunch

Workshops and presentations

Coffee

Final question session

Finish and post meeting drinks and nibbles at Virgin Atlantic

AIM OF CABIN CREW CRM TRAINING

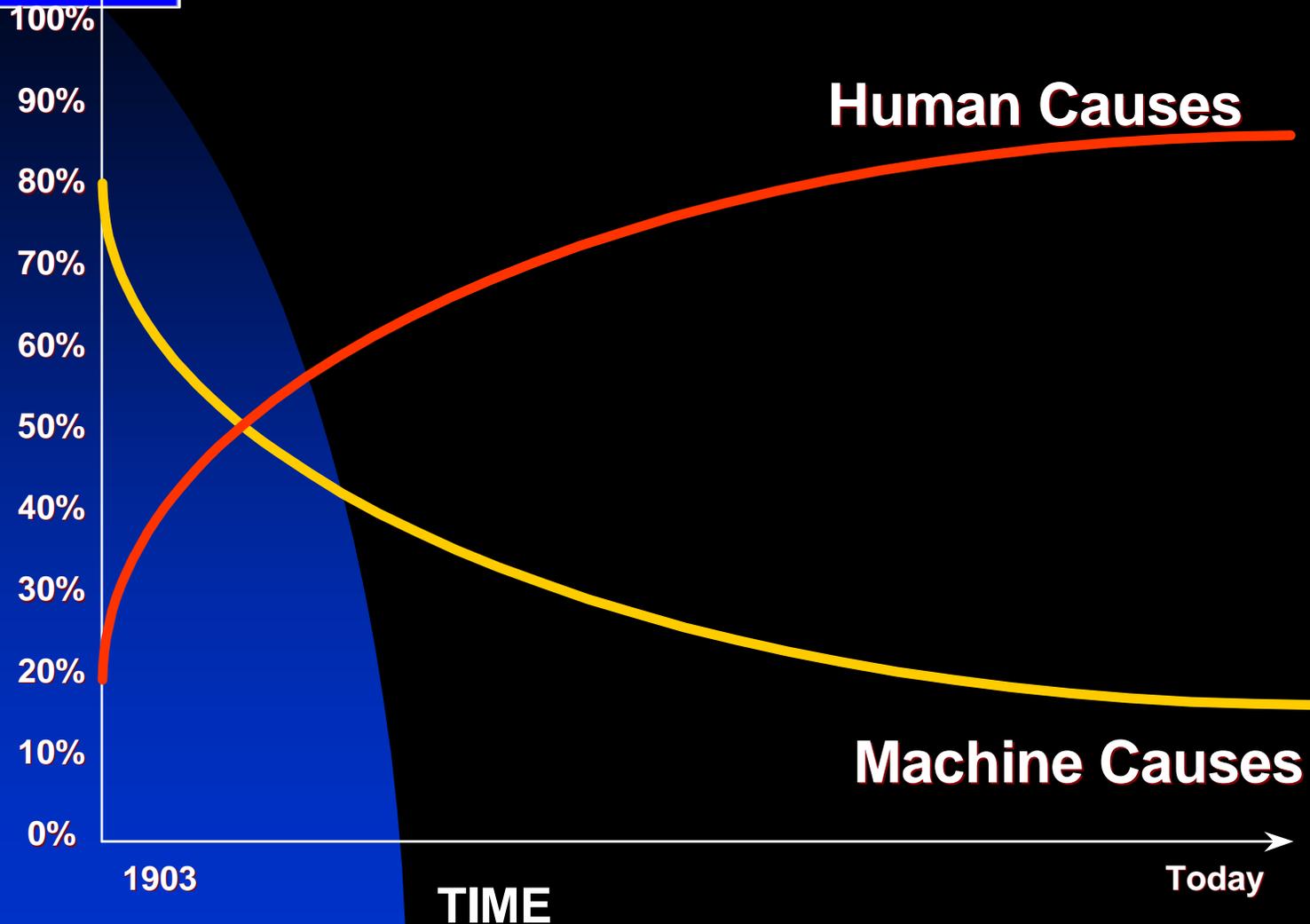
Why do we want to do it?

-The same reasons we wanted to do it for Flight Crew

-The rise and rise in the number incidents and accidents involving human factors; statistically it has been shown that as aircraft improve and become technically better, the accident rate has reduced. Conversely, the increase in the number of accidents due to human error has increased. This chart shows all.

Human Factors in Aviation Accidents

CIVIL AVIATION
AUTHORITY



AIM OF CABIN CREW CRM TRAINING cont'd

-For a period of time there was an increase in the number of incidents involving Cabin Crew (Dryden, Kegworth are but two examples).

However,

- These have been offset by the recent increase in the number of positive incidents e.g. EAAC had an incident they told us about at Orly setting off for Martinique.

AIM OF CABIN CREW CRM TRAINING cont'd

Another good example:

-These photos were from a BA flight out of Moscow recently and this was after the aircraft had been de-iced!



What problems do we all face?

1. The multi cultural one (both crew and pax):-
 - Eastern versus western (e.g. flying the Hadj).
 - Northern hemisphere vs Southern styles.
 - Different uses of the English language.
2. Different qualities of training:-
 - Smaller vs larger companies.
 - Use of resources - commercial pressure!!
 - Standards of trainers.

What are the solutions?

1. Good quality training from people who know about CRM and also about instructing (we'll hear more about this aspect later).
2. Investment from the operator (we should hear more about what some of the operators have done so far).
3. Integrated training (& we'll hear more about this later).
4. Sharing information between each other and with CAA.

But the bottom line is:-

**IF THE TRAINING DOESN'T
GET TO THE AIRCRAFT, IT
ISN'T WORKING!**

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Cabin Crew CRM Forum

Questions?

Cabin Crew CRM Forum

Janice Fisher -Deputy
Head Cabin Safety
Office

Pete Griffiths-
National Resource
Manager

Introduction

- Legislation
- Training
- Instructor qualification
- Practical aspects and Questions

Legislation

- Flight Deck CRM required since 1993
- HPL for pilot's licences since 1995
- Accreditation of Flight Deck CRM Instructors since 2001.

Legislation

- TGL 6 (Cabin Crew)
 - Crew Resource Management-Cabin Crew (2/98)
- TGL 24
 - Crew Resource Management-Cabin Crew (6/2000)
- NPA OPS 24
 - JAR-OPS 1 Change 7 (9/2004)

Legislation

➤ NPA OPS 24

- JAR-OPS 1 Change 7

- This change transfers the cabin crew CRM training requirements from TGL 24 into Subpart O rule material and ACJ.
- Differs from Subpart N in that there is no requirement for a 'CRM Trainer acceptable to the Authority'

Legislation

➤ NPA OPS 24

- JAR-OPS 1 Change 7

- Please note that there are some differences in required training between Subpart N and Subpart O.
- AIC 27/2005 explains the procedure for accreditation of Cabin Crew CRM trainers who wish to conduct training for flight crew.

Training

- General
- Introductory Training
- Operator's CRM Training
- Aeroplane Type Specific Training
- Recurrent Training
- SCCM Training

Training - General

- Information for training in OM
- Focus on cabin crew issues
- Combined training where possible
- CRM principles to be integrated
- Group discussions & incidents
- In aeroplane mock-up
- Operator responsible - 3rd Party
- Combine CRM subjects

Training - Introductory

- Focus on human factors
- Complete a course before flying
- Operator or third party trainer
- Portable between operators
- Documented - training record
- Multi-operator courses acceptable

Training - Operator's CRM

- Focus on communication, co-ordination and company culture
- Include case based studies
- Completed before Aeroplane Type
- Overview - 3 year cycle

Training - Aeroplane Type Specific

- Each aircraft type as appropriate
- Incorporated into all aspects of Conversion training
- Application of knowledge gained in previous CRM training

Training - Recurrent

- Overview - three year cycle
- Emphasis on case based studies
- Areas identified by Flt Safety
- Integrated or stand-alone
- Flight deck scenarios on video
- Participation in LOFT if possible

Training - SCCM

- Reinforcement as relevant to SCCM duties
- Demonstrate management ability
- Leadership decisions
- Opportunity to participate in flight deck LOFT exercises

Instructor Training

- Instructors should have experience as cabin crew members in commercial aviation
- Have received instruction in HPL
- Have completed an introductory and Operator CRM course
- Have received instruction in training skills?

Instructor Training

- Be supervised by a suitably qualified CRM instructor when conducting their first CRM course.?
- An experienced non cabin crew CRM instructor may continue to be a cabin crew instructor provided they meet the above and that they demonstrate satisfactory knowledge of the operation.

Practical Aspects and Questions.

- The operator must determine that instructors are suitably qualified to integrate CRM into all training programmes.
- Training may be integrated into appropriate phases and may include stand alone modules.
- If integrated, CRM elements should be clearly identified in the training syllabus.

Practical Aspects and Questions.

- Can a cabin crew CRM instructor teach flight crew?
 - Only if accompanied by a flight crew CRM trainer, or
 - If specifically authorised by the CAA

Practical Aspects and Questions.

- Can a flight crew CRM instructor teach cabin crew?
 - Yes if he/she has knowledge of cabin crew procedures

Practical Aspects and Questions.

- Recurrent Training
 - Remember 3 year cycle is an overview only
 - Concentrate on case based studies
 - Same operator
 - Same aircraft type
 - Cabin incidents
 - Flight Deck co-ordination

Practical Aspects and Questions.

- Recurrent Training
 - Feedback from courses should be used to improve CRM training and to update the syllabus.

Practical Aspects and Questions.

- The object of CRM training should be to enhance communication and management skills of the crew member, as well as the importance of effective co-ordination and two way communication between all crew members. (ACJ OPS 1.1005)

Practical Aspects and Questions.

- CRM training should reflect the culture of the operator, the scale and scope of the operation together with the associated operating procedures and areas of the operation which produce particular difficulties. (ACJ OPS 1.1005)

Practical Aspects and Questions.

- So-keep it practical.

