

CRM STANDARDS & ASSESSMENT



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CRM STANDARDS for Single Pilots



OBSERVABLE ACTIONS

CATEGORIES



CATEGORIES



- Communications
- Teamwork
- Workload Management
- Situation Awareness
- Problem Solving & Decision Making

COMMUNICATIONS



COMMUNICATIONS STANDARDS

A yellow and red helicopter is shown in flight against a light blue sky. The helicopter is the central focus, with its rotors and tail rotor visible. The background is a clear, bright sky.

Single Pilots :-

1. Know when, what, how much and who to communicate to.
2. Pass messages and information clearly, accurately, timely and adequately.
3. Check the other person has the correct understanding when passing important information.
4. Listen actively, patiently and demonstrate understanding when receiving information.
5. Ask relevant and effective questions and offer suggestions.
6. Use appropriate body language, eye contact and tone.
7. Are open and receptive to other people's views.

COMMUNICATIONS STANDARDS

A yellow and red helicopter is shown in flight against a light blue sky. The helicopter is the central focus, with its main rotor blades and tail rotor visible. The background is a clear, bright sky.

Single Pilots :-

1. Know when, what, how much and who to communicate to.
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TEAMWORKING



TEAMWORKING



TEAMWORKING STANDARDS



Single Pilots :-

1. Are friendly, enthusiastic, motivating and considerate of others.
2. Use initiative, give direction and take responsibility when required.
3. Are open and honest about thoughts, feelings and intentions.
4. Give and receive criticism and praise well.
5. Confidently do and say what is important to them.
6. Demonstrate respect and tolerance for other people.
7. Involve others in the planning and implementation.

TEAMWORKING STANDARDS

Single Pilots :-

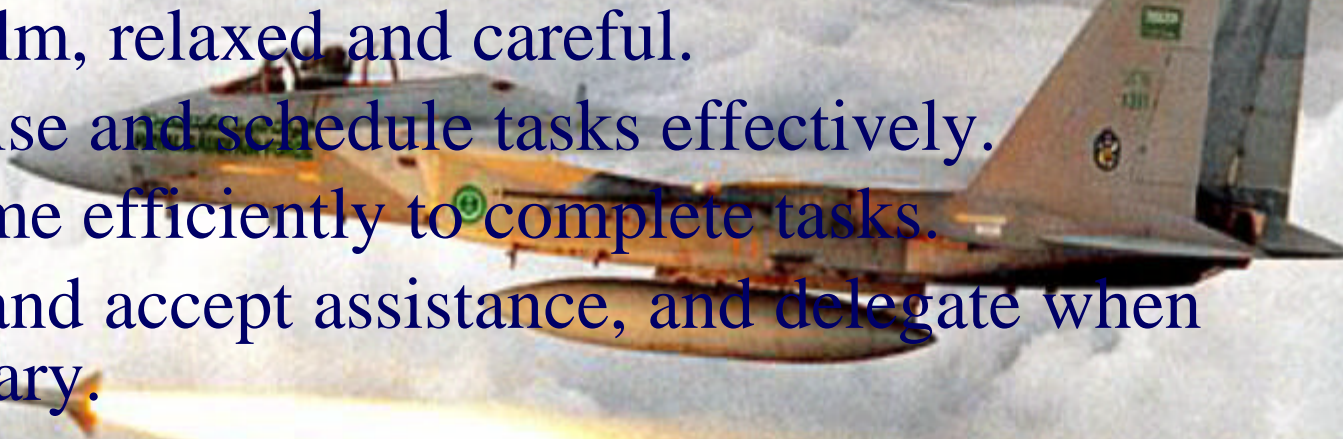
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WORKLOAD MANAGEMENT



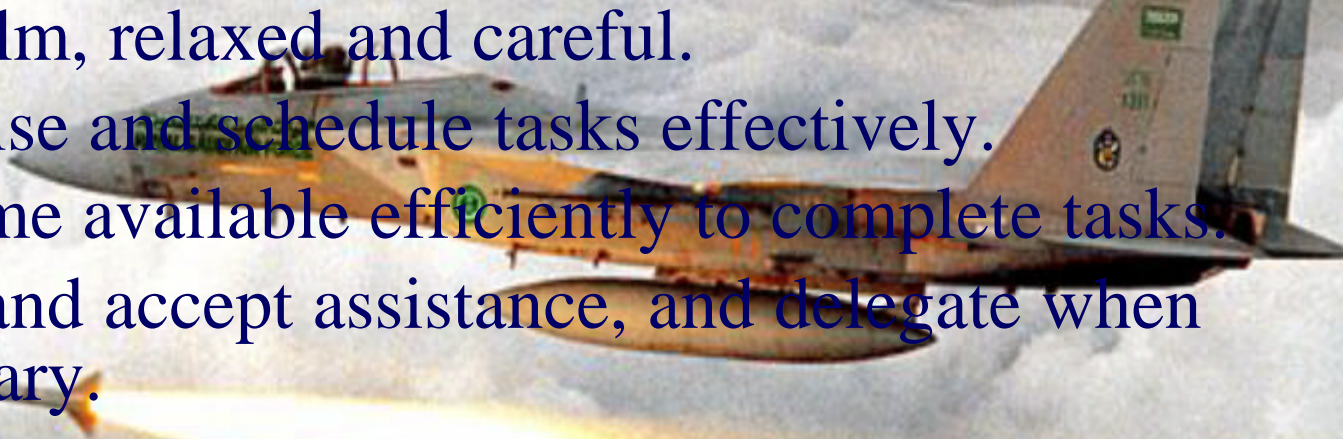
WORKLOAD MANAGEMENT STANDARDS

Single Pilots :-

1. Are calm, relaxed and careful.
 2. Prioritise and schedule tasks effectively.
 3. Use time efficiently to complete tasks.
 4. Offer and accept assistance, and delegate when necessary.
 5. Review, monitor and cross-check actions conscientiously.
 6. Follow procedures appropriately and consistently.
 7. Only concentrate on one thing at a time, and ensure tasks complete.
- 
- A fighter jet, likely an F-16, is shown in flight against a backdrop of white, fluffy clouds. The aircraft is viewed from a low angle, showing its underside and the tail section. The tail fin has some markings, including a green square and a circular emblem. The sky is a mix of white and light blue, suggesting a bright, overcast day.

WORKLOAD MANAGEMENT STANDARDS

Single Pilots :-

1. Are calm, relaxed and careful.
 2. Prioritise and schedule tasks effectively.
 3. Use time available efficiently to complete tasks.
 4. Offer and accept assistance, and delegate when necessary.
 5. Review, monitor and cross-check actions conscientiously.
 6. Follow procedures appropriately and consistently.
 7. Only concentrate on one thing at a time, and ensure tasks complete.
- 
- A fighter jet is shown in flight, viewed from a low angle. The aircraft is dark grey or black, with a prominent vertical stabilizer. It is moving from the upper right towards the lower left, leaving a bright, glowing yellow contrail behind it. The background is a sky filled with soft, white clouds.

A red helicopter is landed on a rocky shore. The helicopter is the central focus, with its rotors blurred as if in motion. The surrounding environment is rugged, with large, dark brown rocks and white foam from crashing waves. In the bottom left, two people in blue gear are visible. The overall scene is dramatic and emphasizes a high-stakes or emergency situation.

SITUATION AWARENESS

SITUATION AWARENESS STANDARDS

A red helicopter is parked on a rocky island. A person in a blue jacket and yellow helmet is standing near the helicopter. The background shows a rocky coastline and the ocean with white waves crashing against the rocks.

Single Pilots :-

1. Are aware of what the aircraft and its systems are doing.
2. Are aware of where the aircraft is and its environment.
3. Are aware of the people involved in the operation including passengers.
4. Are able to recognise what is likely to happen, to plan and stay ahead of the game.
5. Keep track of time.
6. Are able to identify threats to the safety of the aircraft and people.
7. Develop what if scenarios and make pre-decisions.

SITUATION AWARENESS STANDARDS

A red helicopter is parked on a rocky shore. The background shows a turbulent sea with white-capped waves crashing against dark, jagged rocks. The scene is dramatic and emphasizes the hazardous environment of a single pilot operation.

Single Pilots :-

1. Are aware of what the aircraft and its systems are doing.
2. Are aware of where the aircraft is and its environment.
3. Are aware of the condition of the people involved in the operation including passengers.
4. Are able to recognise what is likely to happen, to plan and stay ahead of the game.
5. Keep track of time.
6. Are able to identify threats to the safety of the aircraft and people.
7. Develop what if scenarios and make pre-decisions.

PROBLEM SOLVING & DECISION MAKING



PROBLEM SOLVING & DECISION MAKING STANDARDS

Single Pilots :-

1. Identify and verify why things have gone wrong and do not jump to conclusions or make assumptions
2. Seek accurate and adequate information from appropriate resources.
3. Persevere working through a problem.
4. Use the most effective decision making process.
5. Consider as many options as practicable.
6. Make decisions when they need to and are not impulsive.
7. Consider risks but do not take unnecessary risks.

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SINGLE PILOT ASSESSMENT

- Self assessment
- Assessment by Crew or Others
- Assessment by TRE / CRE etc



Self ASSESSMENT



- Encourage pilots to debrief themselves against the CRM Standards.
- Develop a requirement to record their self debrief after each flight.

Assessment by Crew or Others

- Ask for feedback



- Record feedback as required.

ASSESSMENT FORM



	Very Poor	Poor	Acceptable	Good	Excellent
Handling					
Navigation					
T / ATC					
POPs					
Technical knowledge					
Task Achievement					
Use of Automation					
Communications					
Teamwork					
Workload Management					
Situation Awareness					
S & DM					



Formal Assessment

“Safeguards”

- CRM Standards are agreed by the Pilots.
- CRM Standards are clear and observable.
- Pilots are briefed on the CRM Standards and they are published in the Ops Manual.
- Training courses are available for pilots to achieve the Standards.
- The Assessment method is agreed and validated.
- Procedures are in place for retraining and appeal.
- Instructors and Examiners are suitably qualified and standardised.

QUESTIONS?



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